LoneWorker Manager™ Mobile Application User Instructions

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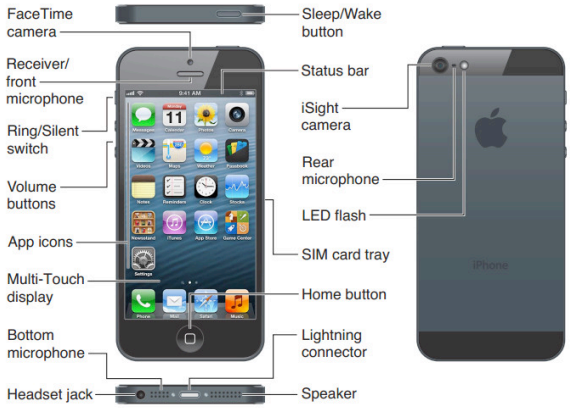
Introduction

This document contains the user instructions for the LoneWorker Manager™ Mobile on iPhone.

About the iPhone Mobile Handset



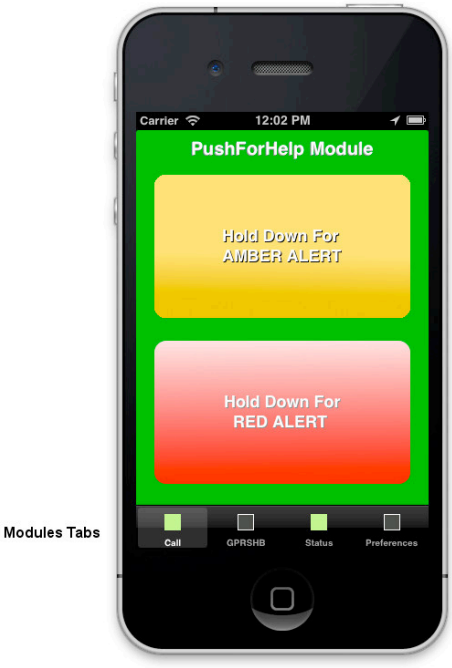
iPhone apps and features may vary based on your location, language, carrier, and model of iPhone.
To find out which features are supported in your area, see www.apple.com/ios/feature-availability.

About the Application

The LoneWorker Manager™ Mobile application uses a simple tabulated navigation system as shown in the screen image below. To move from one module to the next is simply a matter of touching a tab.

Each tab supports the following colours to represent the module status. They are:

- Grey – Module not active on the mobile device;
- Green – Module active;
- Yellow – Module in Amber mode;
- Red – Module in Alert mode;



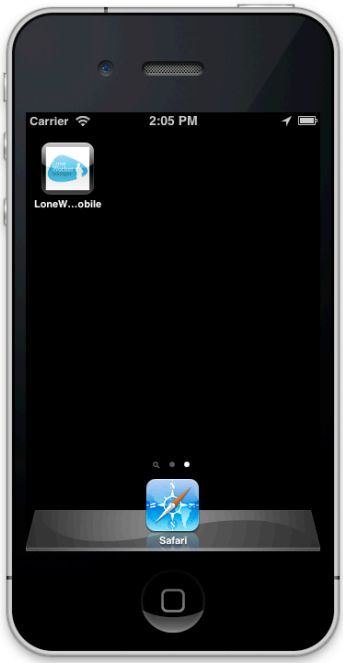
Accessing the LoneWorker Manager™ Mobile Application

To access the application first unlock the iPhone by swiping the padlock on the screen from left to right as per the image below or right to left depending on your device settings. When the phone is not in use it will automatically lock and will not unlock unless the user slides the unlock function again.

Unlock Slide

The application can then be accessed by clicking on the desktop link icon as indicated below:-

Desktop Shortcut



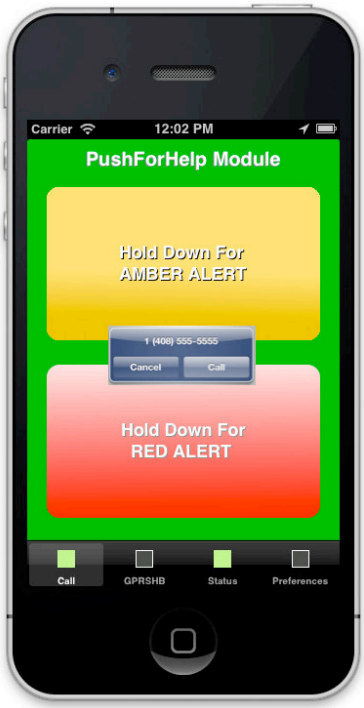
Running the application for the first time

The first time the application is run you will be presented with a popup message asking you to allow this application to use your current location. You must click the “OK” option for this application to work correctly. The popup will be similar to the image below:

Making an Amber or Red Alert Call

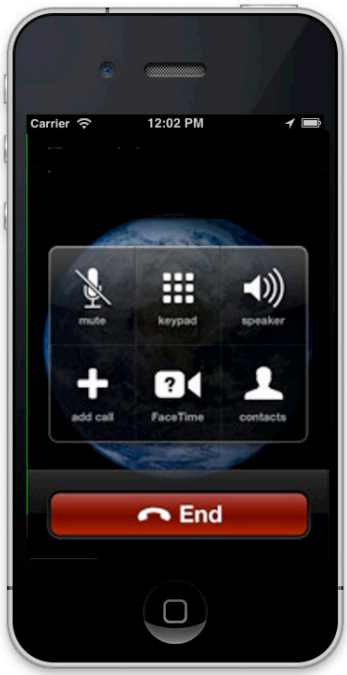
By choosing one of the application launch options you will be presented with the home “Call” screen of the LoneWorker Manager™ Mobile application as shown in the image below:

The tab called “Call” is coloured green to indicate that this module is active. To make an “Amber Alert” call just press and hold the amber coloured button denoted “Hold Down for Amber Alert”. You will be prompted to confirm the call with a popup message similar to the image below:



After you have tapped the “Call” option the following screen will be displayed as the application initiates the connection:

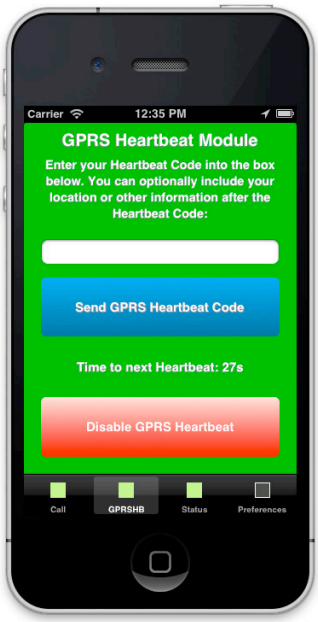
To make a “Red Alert” call just press and hold the Red coloured button denoted “Hold Down for Red Alert”. The following screen will be displayed as the application initiates the connection:



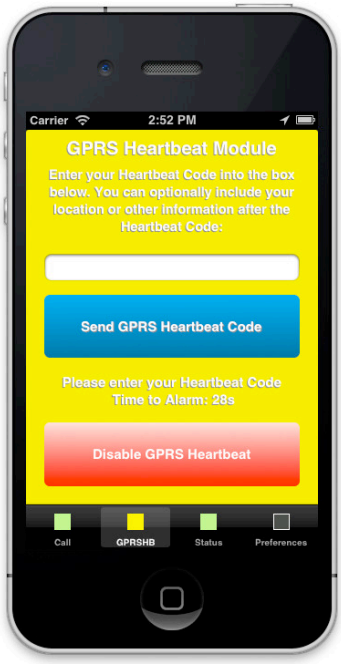
To discreetly notify the listening operator to your incident it is recommended that the following phrases are used “you’re scaring me now” or “why won’t you let me leave”. This would tell the operator there is a problem and allow them to act without directly speaking to you.

GPRS Heartbeat™

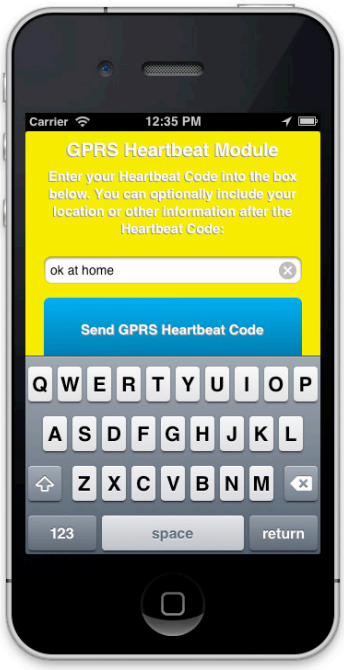
The GPRS Heartbeat™ tab denoted GPRSHB is accessed by touching the GPRSHB tab. The following screen will be displayed if active:



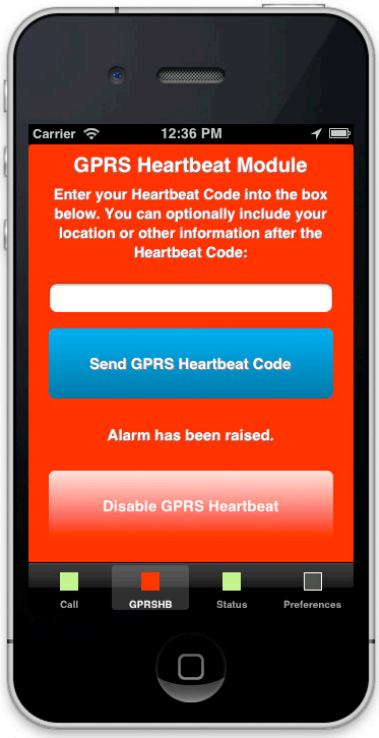
Please note if the "Disable or Enable GPRS Heartbeat™" button is greyed out then you will not have permission to either stop or start the GPRS Heartbeat™ module. This would mean that either the module is not available to you, or it will be started for you by your administrator and will always be running on your iPhone. When the device receives a GPRS Heartbeat, the iPhone will vibrate and the GPRS Heartbeat screen will change colour to the screen below:



You will be required to enter your pin number at this point into the text box as per the screen below. You can optionally include a description of your location after the pin number:


Carrier
12:35 PM
GPRS Heartbeat Module
Enter your Heartbeat Code into the box below. You can optionally include your location or other information after the Heartbeat Code:
ok at home
Send GPRS Heartbeat Code
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return

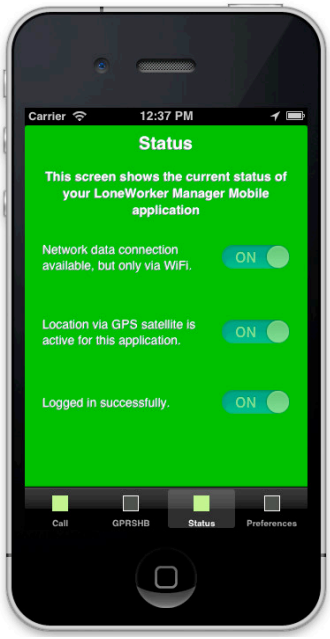
If you complete the submission of the pin code and optional location, the GPRS Heartbeat module will return to active mode. If you do not enter the correct pin a Red alert will be sent to the Alarm Response Centre and the GRPSHB screen will display:



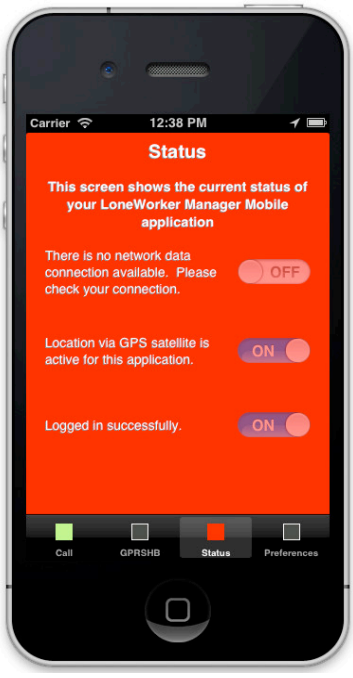
At this point the Alarm Response Centre (ARC) will be notified of the Red alert and GPRS Heartbeat module can only be reactivated by the ARC agent.

Status Tab

The status Tab indicates if there are any issues with the LoneWorker Manager™ Mobile Application. It will normally show an active green screen as in the image below:



If the iPhone loses a GPS signal or loses connection to the mobile network it will vibrate and the Status screen will change Red to alert the user of the issue as in the image below:



The on/off toggles on the Status page cannot be changed by end users and are provided for information and support purposes only.